



Message: RE: Database issues

✉ RE: Database issues

From Carrie Hoelscher
To Kraft, Emily
Cc
Journal Recipients Emily.kraft@oa.mo.gov
Date Wednesday, February 1, 2017 4:12 PM

 **image001.jpg** (4 Kb HTML)  **image002.png** (7 Kb HTML)

Emily,

I just received the below email from Lori Amato at LLPCC. She is also having issues with the client intake form “refreshing” or clearing all entered data about halfway through the form. And just like ThriVe, when Lori enters a new client on the client intake forms and assigns them to her employee, the employee can’t see that client on their log in.

“When putting in the clients about halfway through it refreshes and I lose all the info that I just put in. Also the clients I am putting under Sherry's name are not showing up under her name.”

Please advise,
Carrie

From: Carrie Hoelscher [mailto:carrie@allianceforlifemissouri.com]
Sent: Wednesday, February 1, 2017 1:55 PM
To: Emily Kraft (Emily.kraft@oa.mo.gov)
Subject: Database issues

Hi Emily,

Gina and at ThriVe is having issues with the database telling her in the client intake form that there has been 30 minutes of inactivity and that she has been timed out, but she has not been logged in for 30 minutes for that to actually be the case. She has also received this same message when moving from her profile page into the client intake form. Any suggestions or is this an ITSD issue? She has tried exiting the browser and logging back in and the problem persists.

Also, Gina and Carolyn are both having issues with losing data they’ve already entered onto the client intake form. If they select certain drop down menus all previously entered info disappears, so they’re unable to complete client intakes. Please advise.

Regina at ThriVe has entered 3 clients and assigned them to Julie Guariglia, however, when Julie logs in she can’t see them under her log in, she can only see the one client that she entered herself. Please advise.

Teresa at Alternatives is unable to complete birthing outcomes and EPDS forms. I’ve asked what

specifically is happening and for any error messages she may be receiving and will pass that along to you when I hear back from her. I thought I'd go ahead and let you be aware of the problem though.

Question, will I have access to the monthly client forms that our subs submit? If not, can we make that happen? Because there is no longer an IPCP I feel it's imperative for me to be able to access that information in order to assist my management of clients and subs.

Thank you!,
Carrie
Carrie Hoelscher
A2A Program Manager



Email 1

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